

Abstract

A method, system & apparatus for interactive multimedia remote processor control, diagnostics and maintenance. The multimedia connection improves data exchange between an automated machine (MA) or its user (US) and a service unit (SE). One or more UMTS-connections (UC 1, UC 2) are foreseen. Via these UMTS-channels, multimedia information can be transferred in real time. In this manner, the user (US) receives visualized instructions from a serviceman (SE) and the serviceman (SE) receives online images and data for monitoring, diagnosis or maintenance.